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Matson Receives Fifth Consecutive Quest for Quality Award

OAKLAND, CA -- Matson Navigation Company has been honored for the fifth consecutive year with Logistics Management magazine's prestigious Quest for Quality award in the Ocean Carrier category. Matson ranked high among all ocean carriers recognized in this year's reader survey, which rates transportation companies in five key services areas: on-time performance, value, equipment and operations, information technology and customer service.

"The Quest for Quality award is one of the most comprehensive customer satisfaction surveys in the industry," said Dave Hoppes, senior vice president, ocean services. "We're very gratified to once again receive such high marks in this nationwide survey. Matson remains committed to providing the highest quality service in all of markets and continues to invest in enhancements, such as new ships, container equipment and information technology, that will ensure we offer the most reliable, responsive and efficient customer service in the Pacific. While Matson conducts its own customer surveys throughout the year to maintain timely and customized feedback, this survey further underscores that our customer-driven efforts are keeping us at the forefront of our industry. Receiving five consecutive Quest for Quality awards is a true honor and fully demonstrates Matson's solid track record in providing a superior service package for our customers. It also is a very strong reflection of the across-the-board effort by all at Matson in delivering high quality customer service."

According to the publication, more than 6,500 readers participated in the 24th annual survey. With more than 70,000 subscribers, Logistics Management is one of the most widely read publications by qualified buyers of logistics and transportation services.

Matson is recognized as a leader in Pacific shipping and serves Hawaii, Guam, China and Micronesia. Matson is a wholly owned subsidiary of Alexander & Baldwin, Inc. of Honolulu (NASDAQ: ALEX).

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